

Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	687	1,114	-38%	▼
	Admits	639	1,347	-53%	▼
	Discharges	651	1,243	-48%	▼
	Service Hours	5,008	5,344	-6%	
	Bed Days	36,378	42,064	-14%	▼

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Residential Services	528	63.1%
	Case Management	309	36.9%
Mental Health			

Consumer Satisfaction Survey

(Based on 137 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		90%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ Respect		90%	80%	91%
✓ General Satisfaction		89%	80%	92%
✓ Overall		85%	80%	91%
✓ Access		80%	80%	88%
● Recovery		74%	80%	79%
● Outcome		67%	80%	83%

Satisfied %
 Goal %
 0-80%
 80-100%
 Goal Met
 Under Goal

Client Demographics

Age	#	%	State Avg
18-25	34	5%	16%
26-34	104	15%	23%
35-44	147	21%	20%
45-54	237	34%	24%
55-64	134	20%	14%
65+	31	5%	4%

Gender	#	%	State Avg
Male	396	58%	60%
Female	291	42%	40%

Ethnicity	#	%	State Avg
Non-Hispanic	567	83%	75%
Hisp-Puerto Rican	90	13%	12%
Unknown	17	2%	6%
Hispanic-Other	11	2%	6%
Hispanic-Mexican	2	0%	0%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	366	53%	65%
Black/African American	293	43%	17%
Am. Indian/Native Alaskan	9	1%	1%
Other	7	1%	14%
Multiple Races	5	1%	1%
Asian	3	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%
Unknown	2	0%	3%

Unique Clients
 State Avg
 ▲ > 10% Over State Avg
 ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	15	20% ▲
Admits	5	-	
Discharges	3	2	50% ▲
Service Hours	330	365	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	17	94%	85%	91%	9%

Service Utilization

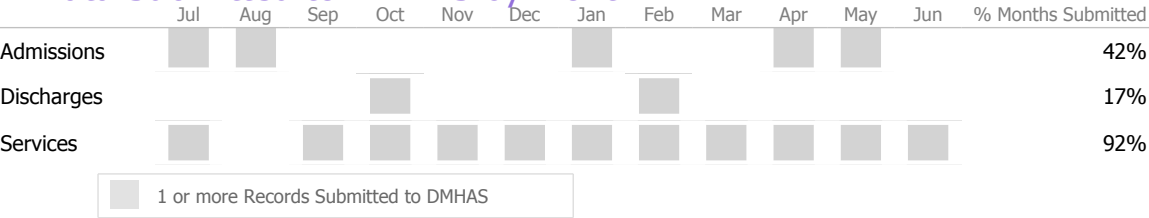
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	15	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div> 100%	99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div> 100%	79%

Data Submitted to DMHAS by Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met


● Below Goal

* State Avg based on 53 Active Supportive Housing – Development Programs


Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	9	11%	▲
Admits	1	5	-80%	▼
Discharges	2	-		
Service Hours	239	136	76%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Stable Living Situation	<div><div></div></div>	7	70%	85%	89%	-15% ▼

Service Utilization

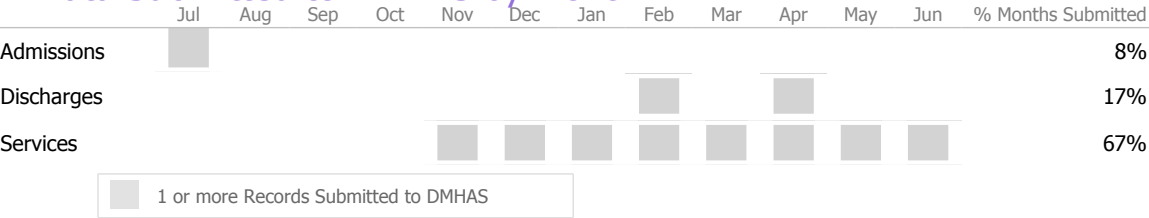
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Clients Receiving Services	<div><div></div></div>	8	100%	90%	93%	10%

Data Submission Quality

Data Entry		Actual	State Avg
	Valid NOMS Data	<div><div></div></div>	97%

On-Time Periodic		Actual	State Avg
	6 Month Updates	<div><div></div></div>	83%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal  Goal Met  Below Goal

* State Avg based on 67 Active Supportive Housing – Scattered Site Programs


Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	21	5%
Admits	8	3	167% ▲
Discharges	2	7	-71% ▼
Service Hours	778	602	29% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Stable Living Situation	<div><div></div></div>	18	82%	85%	89%	-3%

Service Utilization

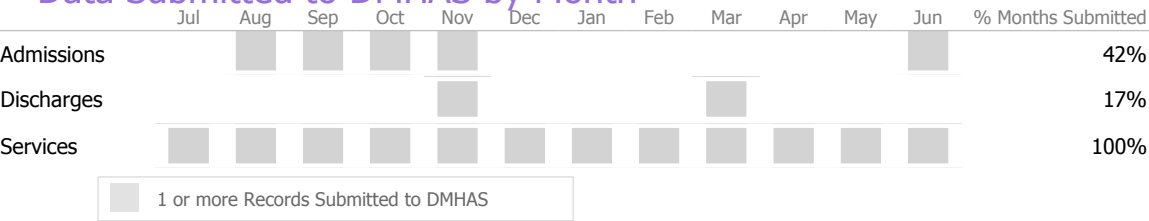
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Clients Receiving Services	<div><div></div></div>	19	95%	90%	93%	5%

Data Submission Quality

Data Entry	Actual	State Avg
 Valid NOMS Data	<div><div></div></div> 98%	97%

On-Time Periodic	Actual	State Avg
 6 Month Updates	<div><div></div></div> 100%	83%

Data Submitted to DMHAS by Month



* State Avg based on 67 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	34	0%
Admits	6	8	-25% ▼
Discharges	9	6	50% ▲
Service Hours	731	874	-16% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	32	94%	85%	89%	9%

Service Utilization

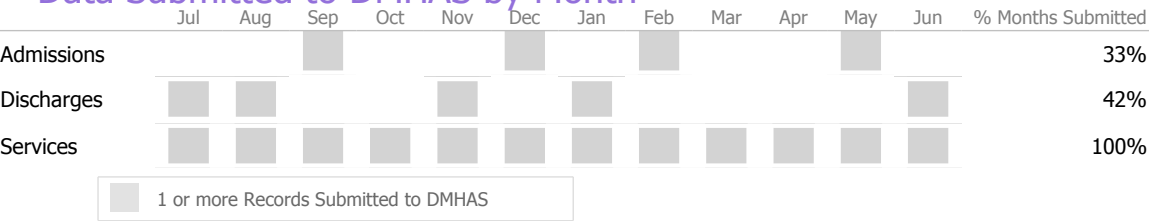
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	25	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div> 100%	97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div> 100%	83%

Data Submitted to DMHAS by Month



▲ > 10% Over

▼ < 10% Under

■ Actual

| Goal

✓ Goal Met

● Below Goal

* State Avg based on 67 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	11	-9%
Admits	1	2	-50% ▼
Discharges	2	2	0%
Service Hours	228	268	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	10	100%	85%	91%	15% ▲

Service Utilization

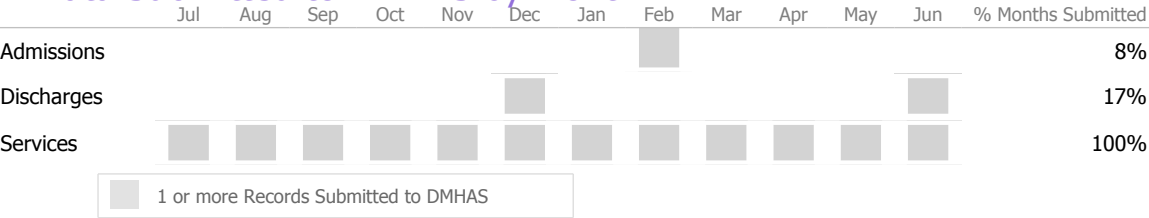
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	9	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div>	100% 99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div>	100% 79%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal

✓

 Goal Met

●

 Below Goal

* State Avg based on 53 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	32	-16% ▼
Admits	18	23	-22% ▼
Discharges	18	23	-22% ▼
Service Hours	422	546	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	57%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■			■	■	■	■	■	■	■	83%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	17	94%	50%	61%	44% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	26	93%	60%	48%	33% ▲
Employed	<div><div></div></div>	2	7%	20%	5%	-13% ▼
Stable Living Situation	<div><div></div></div>	9	32%	80%	65%	-48% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	11	100%	90%	67%	10%

▲ > 10% Over ▼ < 10% Under

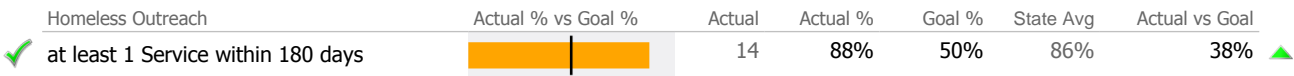
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active Standard Case Management Programs

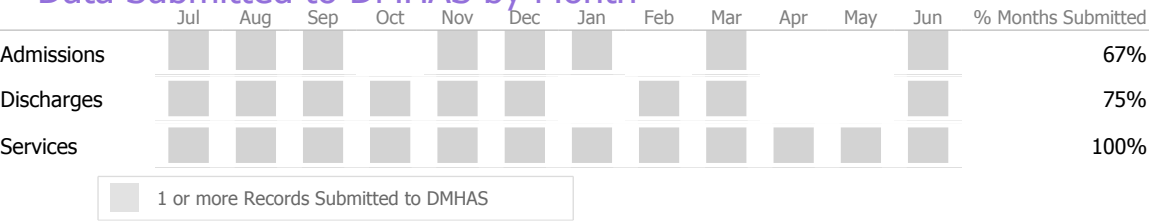
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	34	40	-15%	▼
Admits	16	35	-54%	▼
Discharges	21	24	-13%	▼
Service Hours	796	1,323	-40%	▼

Service Engagement



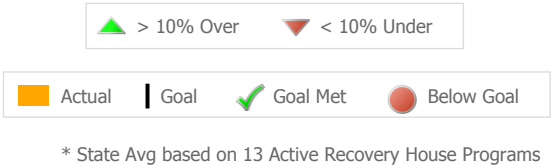
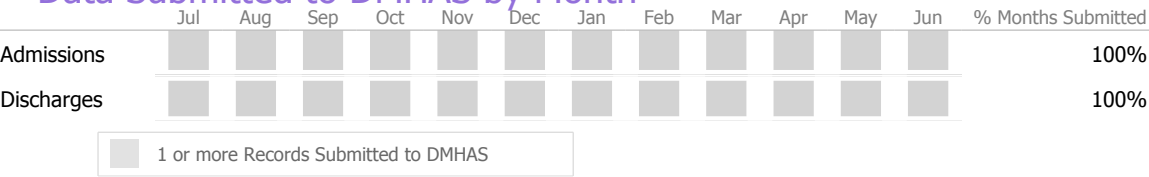
Data Submitted to DMHAS by Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	74	-8%
Admits	60	68	-12% ▼
Discharges	61	68	-10%
Bed Days	2,916	2,830	3%

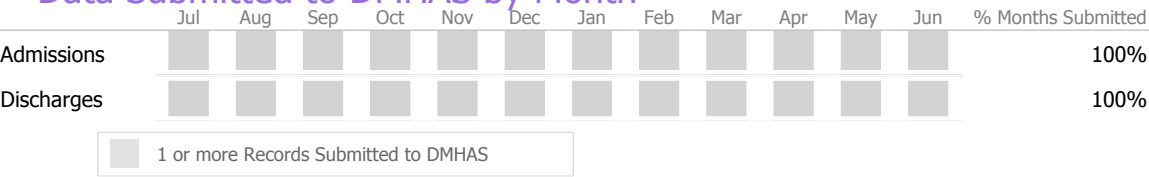
Data Submitted to DMHAS by Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	465	891	-48%	▼
Admits	420	1,075	-61%	▼
Discharges	440	989	-56%	▼
Bed Days	24,315	31,310	-22%	▼

Data Submitted to DMHAS by Month

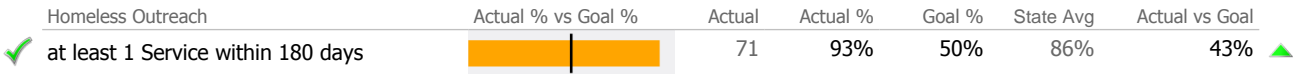


* State Avg based on 7 Active Shelter Programs

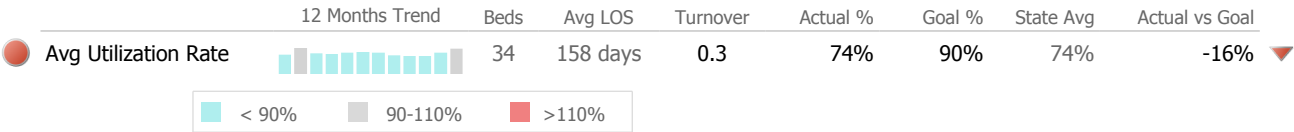
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	100	114	-12%	▼
Admits	77	92	-16%	▼
Discharges	74	91	-19%	▼
Bed Days	9,147	7,924	15%	▲

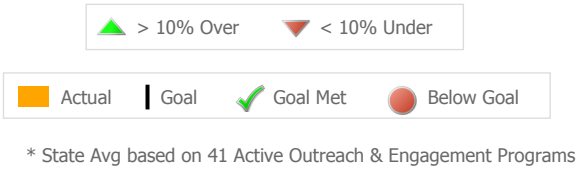
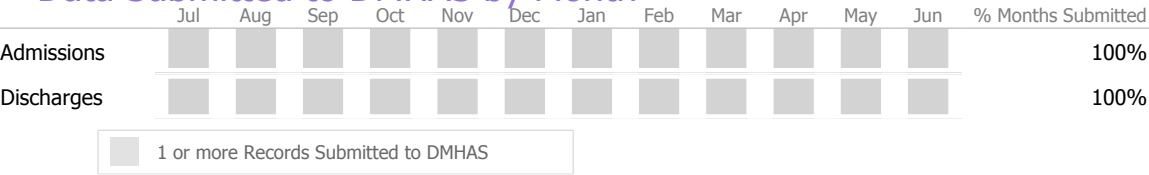
Service Engagement



Bed Utilization



Data Submitted to DMHAS by Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	17	6%
Admits	6	4	50% ▲
Discharges	5	5	0%
Service Hours	322	198	63% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	18	100%	85%	91%	15% ▲

Service Utilization

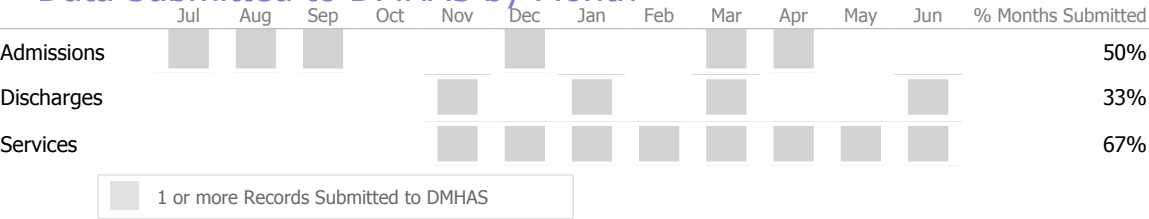
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	13	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div> 100%	99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div> 100%	79%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual

| Goal

✓ Goal Met

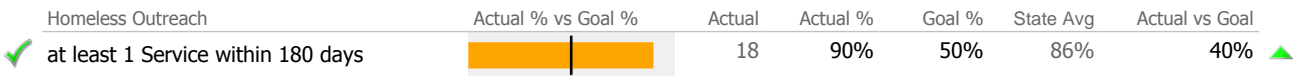
● Below Goal

* State Avg based on 53 Active Supportive Housing – Development Programs

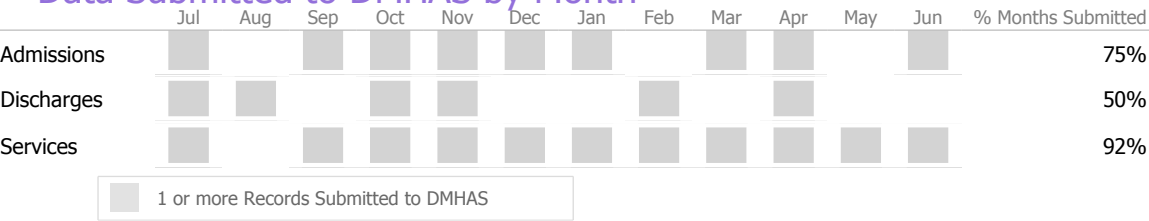
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	42	-10%
Admits	20	32	-38% ▼
Discharges	14	24	-42% ▼
Service Hours	1,017	887	15% ▲

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 41 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	8	-13% ▼
Admits	1	-	
Discharges	-	2	-100% ▼
Service Hours	145	146	-1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	7	100%	85%	91%	15% ▲

Service Utilization

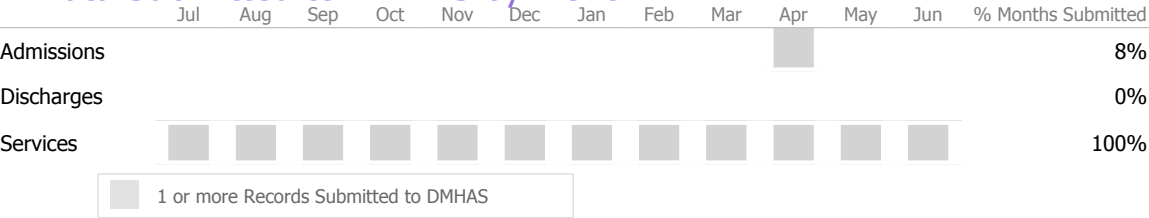
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	7	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div> 100%	99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div> 100%	79%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met Below Goal

* State Avg based on 53 Active Supportive Housing – Development Programs